ROCKY VIEW COUNTY — COUNCIL REPORT

Recreation Facility Management Software Solutions

Electoral Division: All   File: N/A

Date:	March 25, 2025
Presenter:	Bri Sharpe, Community Services Coordinator
Department:	Recreation and Community Support

REPORT SUMMARY

At the November 28, 2024 Special Council Meeting, Council directed Administration to prepare a report on the potential purchase of recreation/community facility management software. This report outlines the opportunities, challenges, and County-specific considerations regarding such a system.

Administration conducted preliminary research on available software solutions but has not yet engaged with community groups to determine their specific needs. The County currently does not directly manage recreation facilities; instead, they are operated by community-based organizations. Any software procurement would need to align with this model while considering administrative feasibility and community adoption.

Key benefits of facility management software include increased efficiency, standardized processes, improved accessibility, and data insights that could support decision-making. However, an initial review of this potential software implementation would be required with community groups to discuss the software and related benefits, identifying integration and/or implementation processes and ongoing support. Cost estimates for the County range from $100 to $1,000 per month, excluding staff-related expenses.

Should Council choose to further consider software procurement, recommended next steps would include prior engagement with community/recreation facility operators to identify specific software needs and resources.

ADMINISTRATION'S RECOMMENDATION

THAT Council receives the Recreation Facility Management Software Solutions report for information.

BACKGROUND

At the November 28, 2024 Special Council Meeting, as part of budget deliberations, Council passed the following motion:

> *MOVED by Councillor Hanson that Administration be directed to prepare a report presented to Council no later than the end of Q1, 2025, with additional information on the potential purchase of recreation/ community facility management software.*

In Q1 2025, Administration researched software solutions that could support community groups in booking and managing their community/recreation facilities. In addition, given the changing needs and expectations of residents, Administration is evaluating the delivery of recreation services including current models and facility operations. Under the current model, the County does not directly manage or

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operate any of the recreation facilities used by County residents. Rather, these facilities are operated by community-based organizations, including organizing bookings, managing staff, and taking payments.

Administration performed an analysis of Canadian-based recreation facility management tools, including costing implications and an evaluation of the advantages and disadvantages of implementation.

Consideration was given to the potential benefits such as alleviation of administrative burdens for community groups, and County access to data analytics. Administration also considered limitations such as County resource implications and community group adoption challenges.

Estimating the cost of purchasing software at this stage is challenging, as pricing depends on multiple variables. However, the projected monthly cost is expected to range between $100 and $1,000. It is important to note that this estimate applies solely to the software and does not account for additional financial considerations, such as County staff allocated to support implementation, monitoring, and maintenance.

Potential vendors were assessed based on several key criteria. Non-negotiable factors included licensing capabilities (e.g., ensuring the County could extend licenses to interested community groups) and technological compatibility (e.g., the ability to integrate with both existing and future County information technology infrastructure).

ANALYSIS

The County has traditionally partnered with external organizations for facility management and program delivery. As the County works to define the future of recreation, Administration is evaluating the effectiveness of this approach to ensure it aligns with community needs and long-term strategic goals. Given this ongoing assessment, any software purchase must be carefully evaluated within the context of the current framework. As a result, enforcing, managing, and monitoring software adoption among community groups may present an administrative challenge.

Administration has not received feedback from community groups regarding their current facility management systems, making it challenging to formally assess their needs and priorities. Should Council wish to explore the procurement of software, a recommended preliminary step would be to engage with community groups to gain a comprehensive understanding of any existing gaps or challenges.

Disadvantages
Additional barriers to adoption at this stage may include:
- **Adoption Issues**: Communities may prefer existing booking methods and resist transitioning to a new system; additionally, it might be perceived as an administrative burden to integrate a new system. There is no guarantee that any current groups operating facilities would be interested in purchasing a license for County-owned software.
- **Limited County Involvement**: As the County does not operate the facilities, ensuring system adoption would be challenging.
- **Integration and Compatibility**: IT considerations around security, user access, and data management must be addressed.

Advantages
Potential benefits of adopting a software solution for recreation community facility management could include:
- **Increased Efficiency**: Community groups can streamline facility bookings, reducing administrative burden on non-profit boards and staff.

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- **Standardization**: A single platform can provide a consistent process across different communities, which may help County residents navigate different systems.
- **Improved Access**: Online booking options may enhance public accessibility to facilities.
- **Data Insights**: Usage reporting can help communities make informed decisions about marketing, resource allocation, or usership. Depending on the successful vendor, data reporting can be available to the County for use in decision-making on grant funding or recreation service modelling.

COMMUNICATIONS / ENGAGEMENT

No communication or engagement is required.

IMPLICATIONS

Financial

Vendor costing varies significantly depending on a variety of factors. In addition to the yearly cost to purchase, there would also be implications to County staff allocation (e.g., personnel to support community groups, provide training if necessary, and perform ongoing monitoring). Although the County has experience implementing and managing enterprise software solutions, the County does not operate the recreation facilities and has limited resources for managing/administering such a system; this means that full implementation and ongoing support may not be feasible.

Recreation Service Model

Purchasing a software solution could mean the County would be taking a more active role in assisting community groups to manage their facilities, which would require a shift in the current recreation service delivery model.

STRATEGIC ALIGNMENT

Key Performance Indicators			Strategic Alignment
Effective Service Delivery	SD4: Services are continually assessed for improvements in cost efficiency, effectiveness, and customer experience	SD4.1: Services that are assessed annually for innovation opportunities and have demonstrable efficiency improvements	To improve service delivery indicators, any software solution must align with the current recreation framework.

ALTERNATE DIRECTION

Alternate Direction 1

THAT Council directs Administration to explore recreation facility management software solutions needs with community/recreation facility operators after a new recreation framework has been established.

ATTACHMENTS

There are no attachments.

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APPROVALS

Manager:	Sarah Paterson, Manager of Recreation & Community Support
Executive Director/Director:	Amy Zaluski, Director, Intergovernmental & Regional Services
Chief Administrative Officer:	Reegan McCullough, Chief Administrative Officer